TELL ME ABOUT…

…IP Office Solutions

v10

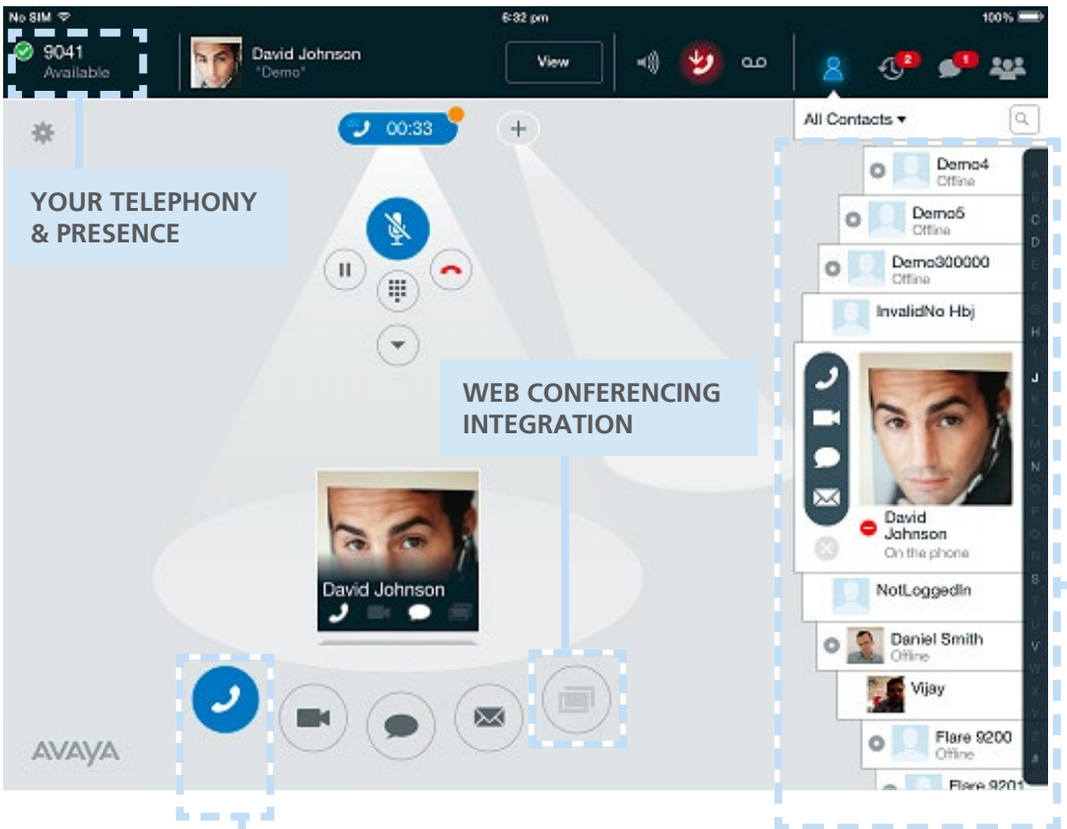
AVAYA

The Power of We™

Clients

Avaya Communicator for iPad and Windows

Collaboration software client which delivers an innovative interface for real-time communications



IPAD ONLY FEATURES:

- Bluetooth and headset support
- Interop with SCOPIA (can initiate point-to-point video call with XT5000 room system)

*iPad2, iPad3, iPad4, iPad Mini (iOS 6.1.x, 7.0.x, 7.1.x, 8.0.x)

ESCALATE FROM IM TO VOICE

TELEPHONY & PRESENCE OF IP OFFICE USERS

IM BETWEEN IP OFFICE SOFT CLIENTS (2-PARTY)

UNSUPERVISED TRANSFER

MAKE, RECEIVE, DISCONNECT CALLS (2-PARTY)

MUTE, UN-MUTE, HOLD, RESUME

UP TO 3 CONCURRENT CALLS

DTMF MODE

DIAL INTO VOICE CONF. BRIDGE

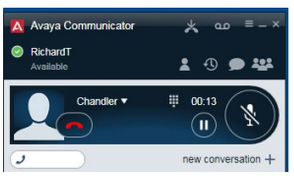
TLS/SRTP SUPPORT
Use as softphone in cloud environment

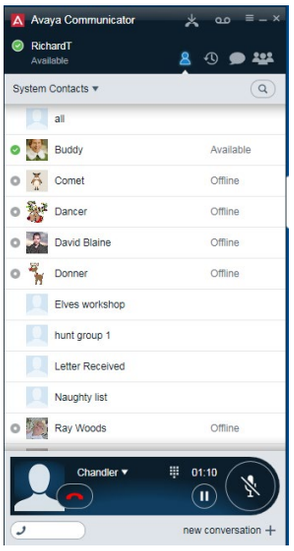
IP OFFICE + PERSONAL + OUTLOOK CONTACTS

INDEX, SCROLL, FILTER CONTACTS

TOUCH TO ADD CONTACT

TOUCH-TO-CALL/IM/EMAIL FROM CONTACT SEARCH RESULTS





- Supported on Preferred Edition, Server Edition and IP Office Select
- Licensing:
  - Avaya Softphone Licence = telephony only features
  - Power User or Office Worker = all features

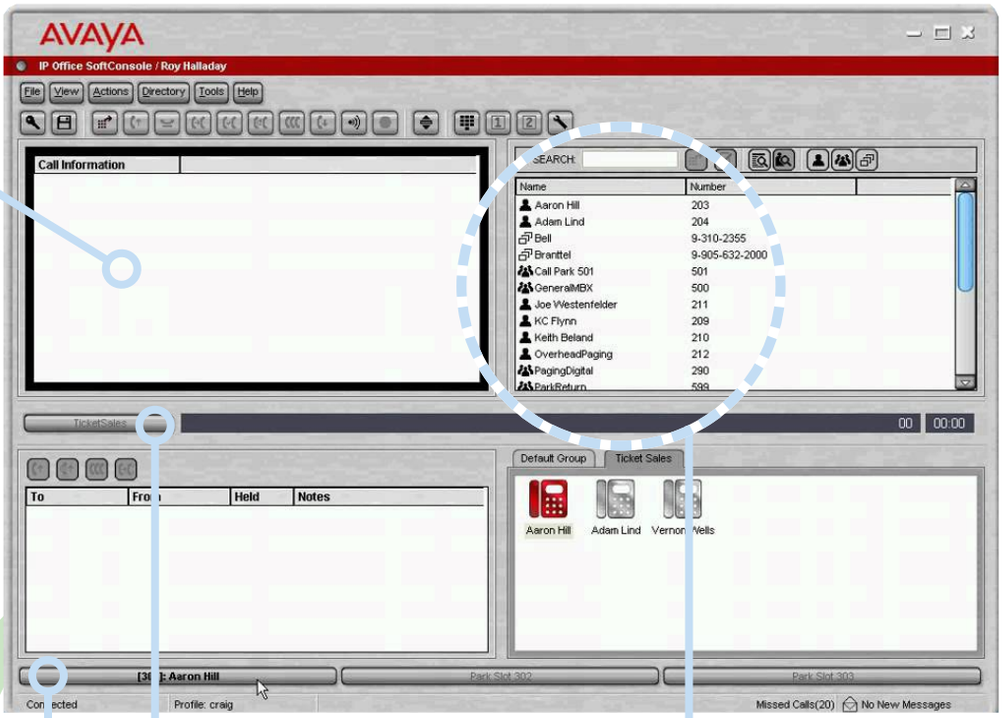
Receptionist

Provides the tools to enable efficient and effective call handling for single sites or multiple locations.

- Minimal training, intuitive and easy-to-use
- Support for up to 32 offices (within scn)
- Maximum 4x Receptionist applications per IP Office system
- Door Open Control for 2 door entry systems

DDI AND CLI-BASED SCRIPT CREATION FOR INCOMING CALLS

For displaying important customer information



MANAGE UP TO 8 QUEUES AND 16 PARK SLOTS

CREATE AND CONTROL CONFERENCE CALLS

UP TO 100 CALL HISTORY ENTRIES

MANAGE VOICEMAILS AND CHANGE CALL FORWARDING OPTIONS FOR COLLEAGUES

INTEGRATION WITH MS OUTLOOK

SPEED DIAL ICONS AND PRESENCE STATUS OF ALL IP OFFICE USERS (WITHIN SCN)

IDEAL HEADSETS FOR THIS APPLICATION:

Jabra® YOU'RE ON — **BIZ 2300 PRO 900 SERIES**

plantronics® — **ENCORE PRO SAVI 430/440**

SENNHEISER — **DW / SC SERIES**

The Soft Console client used by Receptionists has been enhanced to provide Instant Messaging support (using the IM service provided in the one-X Portal.) as well as interworking and better security in a cloud environment.

one-X Portal

Enable workers to control a telephone from a networked PC

- Accessed via web browser
- Single server solution
- Included with Office Worker, Tele Worker & Power User
- Citrix/terminal server infrastructure or Apple Mac computers
- Telecommuter Mode: Voice path is via an allocated PSTN or mobile number
- Calendar Mining (Outlook setting)

WEB INTERFACE

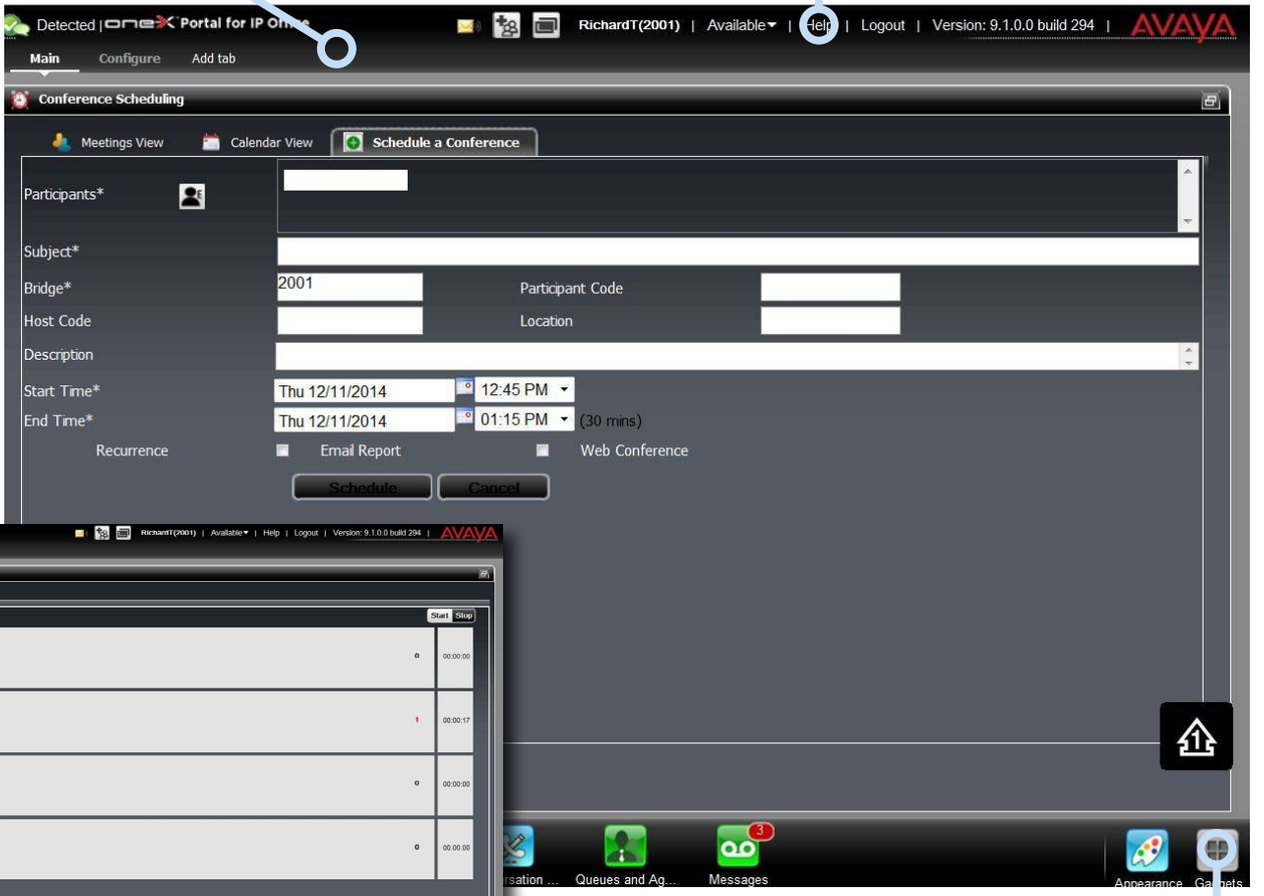
- Efficient handling of incoming/outgoing calls
- Access to personal, corporate and external directories (LDAP/Active Directory)
- Integration with Web Conferencing (moderator + participant)
- Conference scheduling with calendar/list view
- Users can change passwords and voicemail passcodes

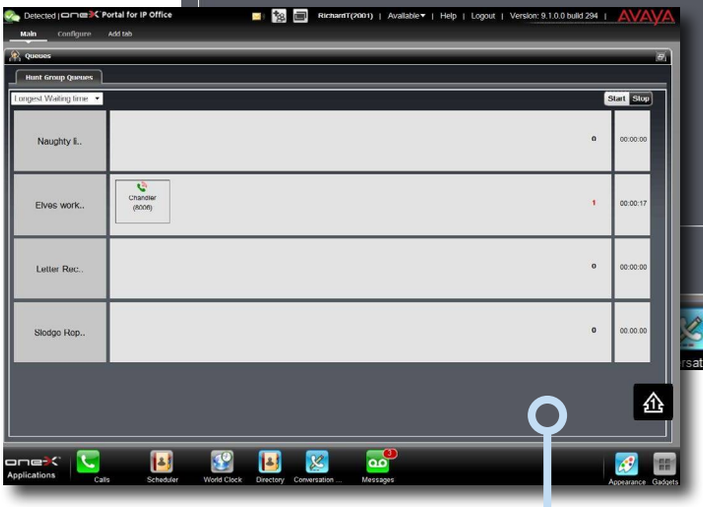
PHONE ACTIVITY (ON/OFF HOOK)

VOICEMAIL MANAGEMENT

FEDERATED PRESENCE VIA MICROSOFT EXCHANGE AND GOOGLETALK

PRESENCE WITH CUSTOMISED MESSAGE AND INSTANT MESSAGING





HUNT-GROUP QUEUE GADGET AVAILABLE

Enables a user to configure the hunt groups to monitor and pick up ANY call from queue

THIRD PARTY 'GADGETS' CAN BE ADDED TO IMPROVE PRODUCTIVITY

one-X Mobile

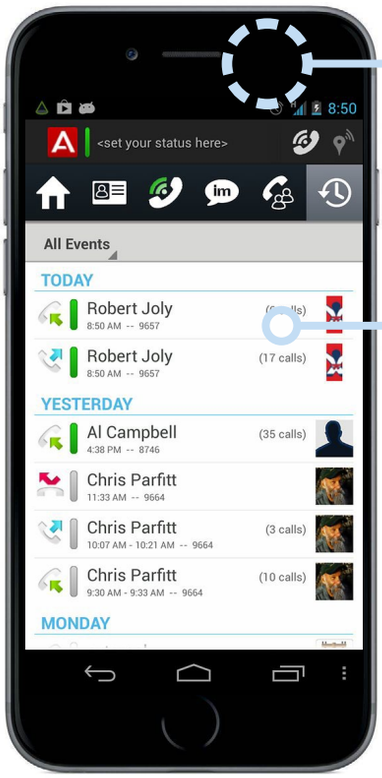
Two applications delivering mobile benefits depending on the need of the employee

- one-X Mobile Essential: cost-effective, server-less mobility solution intended for mobile users who only need voice-based capabilities
- one-X Mobile Preferred: provides rich UC capabilities designed to give mobile users quick access to multiple forms of communications

ONE-X MOBILE ESSENTIAL

- NO NEED FOR ADDITIONAL SERVER
- IOS 3.X, SYMBIAN, WINDOWS MOBILE
- MOBILE TWINNING WITH OFFICE DESK PHONE
- INCLUDED WITH ESSENTIAL EDITION FOR ALL USERS
- CALL CONTROL AS IF IN THE OFFICE
- MOBILE CALL CONTROL (VIA DTMF)

ONE-X MOBILE PREFERRED

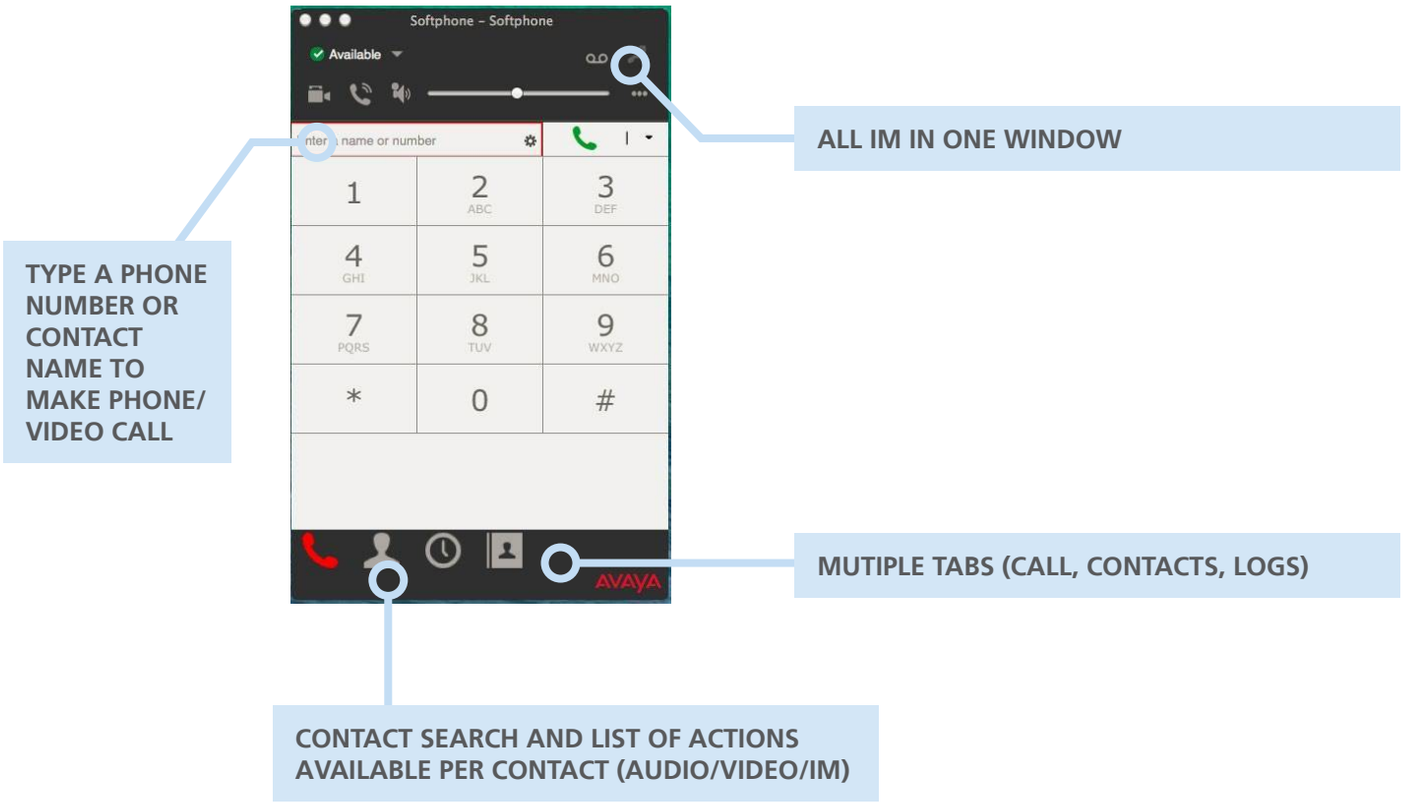


- INTEGRATED SERVER-BASED SOLUTION
- INCL. WITH MOBILE WORKER & POWER USER
  Preferred Edition required
- DATA-BASED UC
- SECURE TLS, SRTP SUPPORT AND PASSWORD CHANGE BY USER
- MULTI-MODAL COMMUNICATION
  IM, voice call control, conferencing
- IM / PRESENCE
- GEO-LOCATION
- CORPORATE DIRECTORY
- VISUAL VOICEMAIL
- CALL RECORDING BUTTON
- AUTO FALLBACK FROM VoIP TO MOBILE AND MOVE ACTIVE CALL FROM ONE-X MOBILE TO DESK PHONE
- iOS AND ANDROID APP CONSISTENCY
  - iOS 5, 5S, 6, 6+, Touch (iOS 5.x and above)
  - Android for Samsung Galaxy S3/4, HTC one-S, LG Optimus E975

IP Office Video Softphone for Mac

PC telephony client enhancing communication and collaboration for remote workers, providing an easy-to-use application for managing voice and video communication.

- Support of wireless headsets with full hook-switch
- Reduce cost by Routing calls over the IP network
- Support for English, Spanish, French and Russian



IP Office video softphone for Windows is end of life with IPO 9.1. Any existing users of this application must use Avaya Communicator 2.0.1 for Windows going forward.

LICENCE REQUIREMENTS

- IP Office Video Softphone Mac can be purchased with a new licence called IP Office Video Softphone Mac.
- Existing customers can use the older versions on their respective supported operating systems after IP Office upgrade to 9.1. However, Avaya will not distribute the older versions of the Mac and Windows softphone.
- Existing customers that used the IP Office Video Softphone Mac (through purchase of Teleworker or Power User or Mobile Worker Upgrade or Power User upgrade licences) are also entitled to use the new version of the Mac client after the upgrade to IP Office 9.1.
- Both new and existing customers using the new Mac softphone must use it on supported Mac OS versions 10.8 or 10.9.

Endpoints

IP Terminals 1600 Series

For the value-oriented customer

- Straightforward access to common telephony features
- Cost-effective price point
- Reliable

1, 3 OR 4 LINES BACKLIT DISPLAY

FULL DUPLEX SPEAKERPHONE

Except 1603-I - 2-way speakerphone

MESSAGE WAITING INDICATOR

FIXED FEATURE KEYS FOR COMMON TASKS

POE SUPPORT

1603-I and 1603SW-I require a PoE adaptor

3, 8 OR 16 LINE APPEARANCE/FEATURE KEYS WITH DUAL LEDS FOR CLEAR STATUS INDICATION TO THE USER

WALL MOUNTABLE

INTEGRATED HEADSET JACK

Except 1603-I

SIP PROTOCOL SUPPORT

1603SW-I only

SUITABLE FOR OFFICE WORKERS:

1603SW-I/1603-I

POE adaptor required

No headset port

1608-I

SUITABLE FOR RECEPTIONISTS:

Nortel 1100 and 1200 series IP Phones although EoS can be supported on IP Office. Provides ideal strategy for legacy migration.

1616-I

32 button module available

IP Terminals 9600 Series

For more advanced communication needs

- Competitively-priced yet high-performance
- Promoting productivity gains and collaboration

FULL COLOUR BACKLIT DISPLAY

Except 9601, 9608 and 9608G - grey-scale

FULL DUPLEX SPEAKERPHONE

MESSAGE WAITING INDICATOR

FIXED FEATURE KEYS FOR COMMON TASKS

POE SUPPORT

Class 1 or 2 depending on model

SOFT KEYS

- 3 soft keys for 9601
- 4 soft keys for 9608, 9608G and 9611G
- 0-5 soft keys for 9621G and 9641G

SUPPORT FOR BUTTON MODULE

Up to 3 – BM12 and/or SBM24

WALL MOUNTABLE

HEADSET SUPPORT (MAY REQUIRE ADAPTOR)

H.323 + SIP

Except 9601 - SIP only

HEARING AID COMPATIBLE

USB PORT

Except 9601, 9608, 9608G and 9621G

10/100/1000 ETHERNET WITH SECONDARY PORT

Except 9601 and 9608 - 10/100 Ethernet only

MULTIPLE LANGUAGE SUPPORT

SUITABLE FOR OFFICE WORKERS:

SUITABLE FOR RECEPTIONISTS:

E129 SIP Deskphone

Ideally suited to the replacement of aging analogue / digital phones

- Very attractive price point
- Ideal for entry-level communications
- Ideal for use as a location-based phone – e.g. lobbies, break-out areas, warehouses, classrooms and retail spaces

MONOCHROME 3 LINE DISPLAY

3 SOFT KEYS

FULL DUPLEX SPEAKERPHONE

HEADSET SUPPORT (REQUIRES CONNECTOR)

MESSAGE WAITING INDICATOR

DUAL 10/100 ETHERNET PORTS

POE SUPPORT (CLASS 1)

MULTIPLE LANGUAGE SUPPORT

Digital Terminals 1400 Series

For the value-oriented customer

- Straightforward access to common telephony features
- Cost-effective price point
- Reliable

1,3 OR 4 LINES BACKLIT DISPLAY

TWO-WAY SPEAKERPHONE

MESSAGE WAITING INDICATOR

FIXED FEATURE KEYS FOR COMMON TASKS

3, 8 OR 16 LINE APPEARANCE/FEATURE KEYS WITH DUAL LEDS FOR CLEAR STATUS INDICATION

WALL MOUNTABLE

INTEGRATED HEADSET JACK (EXCEPT 1403)

SUITABLE FOR OFFICE WORKERS:

1403

No headset port

1408

SUITABLE FOR RECEPTIONISTS:

1416

32 button module available

Digital Terminals 9500 Series

For more advanced communication needs

- Competitively-priced yet high-performance
- Promoting productivity gains and collaboration

BLACK AND WHITE LCD BACKLIT DISPLAY

TWO-WAY / FULL DUPLEX SPEAKERPHONE

MESSAGE WAITING INDICATOR

FIXED FEATURE KEYS FOR COMMON TASKS

4 SOFT KEYS

WALL MOUNTABLE

SUPPORT FOR BUTTON MODULE

Up to 3 – BM12

SUITABLE FOR OFFICE WORKERS:

9504

Nortel 1100 and 1200 series although EoS can be supported on IP Office. Provides ideal strategy for legacy migration.

SUITABLE FOR RECEPTIONISTS:

9508

B100 Audio Conference Phones

For hands-free conference calls with crystal clear voice quality

OMNISOUND 2.0

OMNI-DIRECTIONAL MICROPHONE

ANALOGUE CONNECTION

Except B179 (SIP)

OPTIONAL EXPANSION MICROPHONES

SD-MEMORY CARD TO RECORD YOUR MEETINGS AND CONFERENCE CALLS

B149

< 10 people

B159

> 10 people

B179

> 10 people

Wireless Telephony

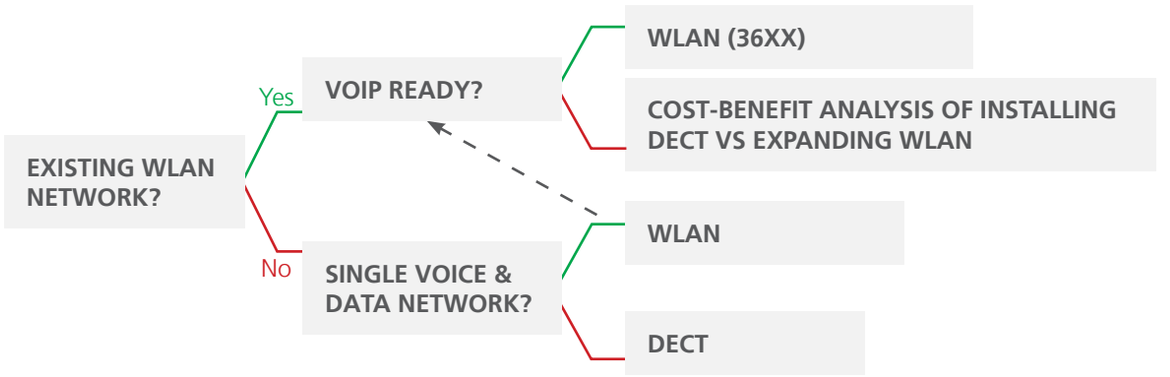
DECT?

- Own protected frequency band (no interference)
- Easier to scale and secure
- Higher voice quality, more robust voice solution
- Lower-cost installation and handsets
- Significantly longer standby/talk time

OR

WI-FI?

- Can use existing data infrastructure
- Only one network to install and maintain
- Broader handset choice
- Push-to-talk available
- Richer application support



WIRELESS 3600 SERIES

- For employees on the move within the office
- For mission-critical WLAN voice applications
- Secure, reliable, highly durable and extended battery life
- Avaya Voice Priority Processor (AVPP) required

INDUSTRY-STANDARD 802.11 COMPATIBILITY

BACKLIT DISPLAY

4 HRS TALK TIME, 80 HRS STANDBY

Up to 8 hours talk time and 160 hours standby on ultra extended battery

DUST, SHOCK AND LIQUID DAMAGE RESISTANT

802.11A/B/G COMPATIBLE

HEADSET JACK, SPEAKERPHONE AND VIBRATE ALERT

WPA, WPA2, PSK & WEP WIRELESS SECURITY SUPPORT

Please note an official End-of-Sale notice from Avaya dated 25th Nov 2014 has now been issued.

3641

3645

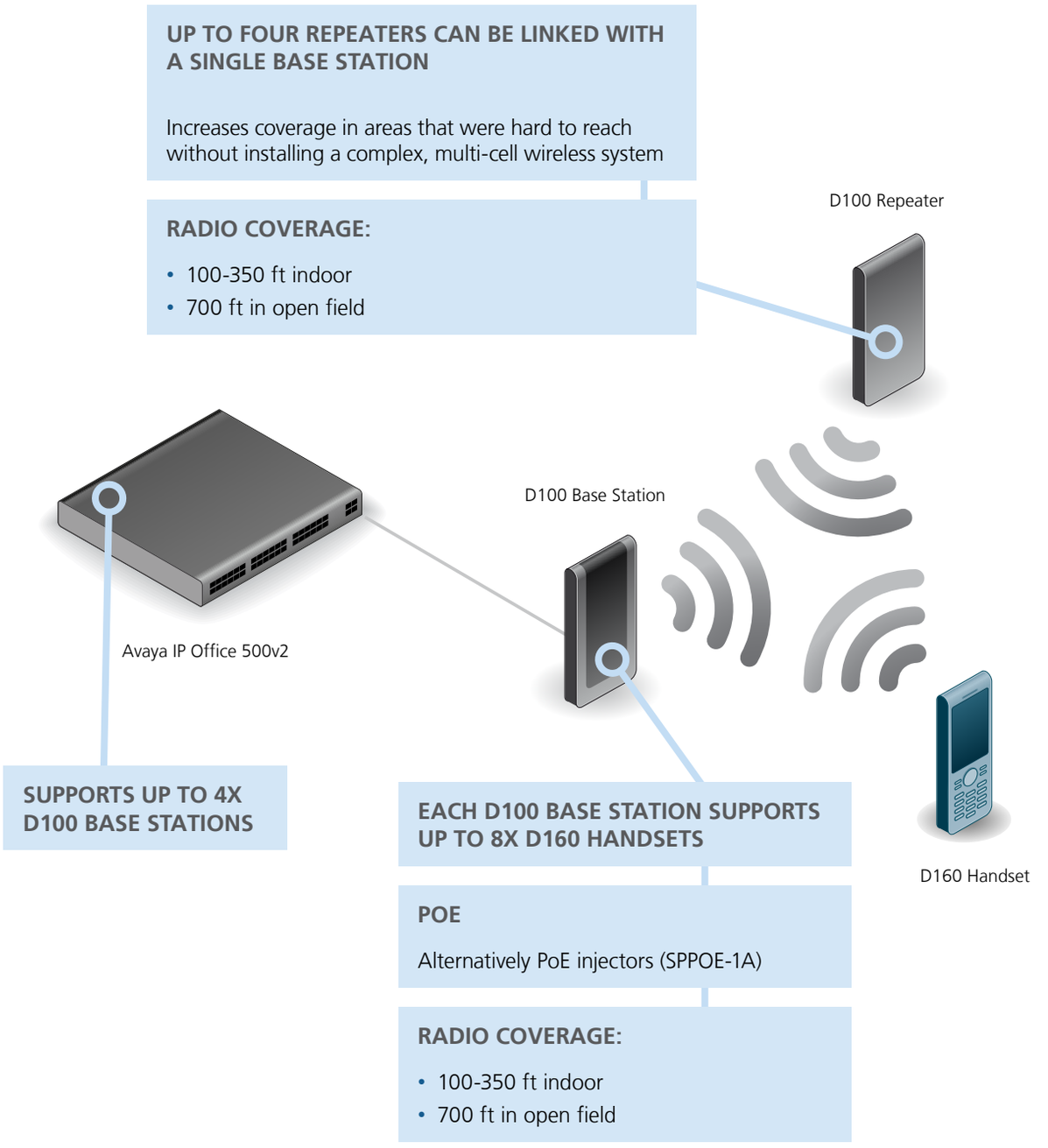
For noisier environments such as manufacturing and warehousing

PUSH-TO-TALK

LARGER EARPIECE TO BLOCK OUT BACKGROUND NOISE

D100 SIP DECT

- Wireless solution utilising DECT 6.0 technology to provide high quality voice communication
- Can be expanded with repeaters to cover larger areas without the need for additional wiring
- Entirely managed through IP Office Manager
- Plug-and-Play installation
- Supports advanced features such as Busy Lamp Field, Message Waiting Indicator, programmable buttons and hot-desking


UP TO FOUR REPEATERS CAN BE LINKED WITH A SINGLE BASE STATION
Increases coverage in areas that were hard to reach without installing a complex, multi-cell wireless system
RADIO COVERAGE:
• 100-350 ft indoor
• 700 ft in open field
D100 Repeater
D100 Base Station
Avaya IP Office 500v2
SUPPORTS UP TO 4X D100 BASE STATIONS
EACH D100 BASE STATION SUPPORTS UP TO 8X D160 HANDSETS
D160 Handset
POE
Alternatively PoE injectors (SPPOE-1A)
RADIO COVERAGE:
• 100-350 ft indoor
• 700 ft in open field

D160 HANDSET

2 X 24 DISPLAY

4 SOFT KEYS:

- Account Code Entry
- Automatic Callback
- Automatic Intercom - Dial voice call
- Button Programming
- Call Forward
- Call Log
- Call Pickup Any
- Call Park
- Call Record
- Conference
- Conference Meet Me
- Directed Call Pickup
- Do Not Disturb
- Extension Login/Logout
- Follow Me Here/To
- Forward All
- Group Page
- Group Pickup
- Private Call
- Relay On/Pulse
- Remote Park
- Retrieve Call
- Stamp Log
- Twinning

8 PROGRAMMABLE FUNCTION KEYS:

- Automatic Intercom - Dial voice call
- Call Pickup Any
- Call Park
- Call Record
- Conference Meet Me
- Directed Call Pickup
- Do Not Disturb
- Extension Login/Logout
- Follow Me Here/To
- Forward All
- Group Page
- Group Pickup
- Private Call
- Relay On/Pulse
- Remote Park
- Retrieve Call
- Stamp Log
- Twinning
- Voicemail

+ BLF and Speed Dial

COMES WITH:

- D160 Handset for EMEA DECT
- Belt Clip
- Charger
- Battery
- Charger Power Supply (with international plug adaptors)

6 HOURS OF TALK TIME AND 7 DAYS OF STAND-BY TIME

IP DECT

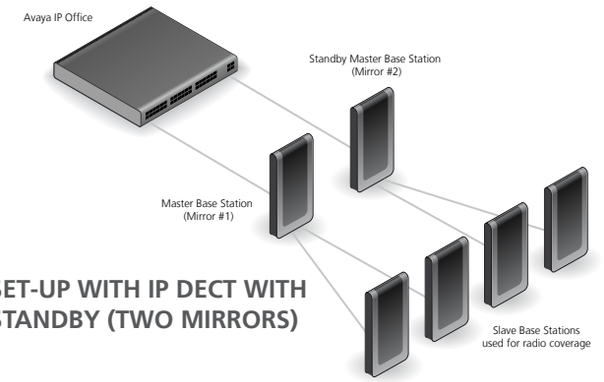
- Delivers secure, high-quality wireless voice communications to mobile employees within a building or across a campus.
- Lightweight wireless handsets and associated radio base stations
- Tried and trusted standards-based scalable technology
- Particularly useful for those needing to maintain separation between voice and data wireless networks

DECT R4 CAPACITIES

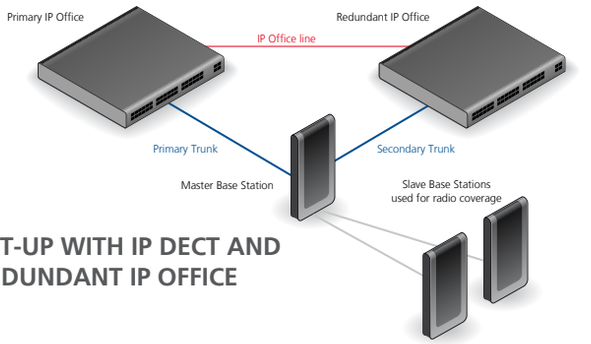
Maximum handsets	384
Max base stations if master server is on a standard RBS	128
Max base stations if master server is on a compact RBS	5
Total base stations/compact base stations	128
Total number of compact base stations	5
Maximum simultaneous calls	100*

*May be limited by the available VCM voice compression channels for calls to non-IP destinations. Does not support redundancy option.

Supported on all DECT R4 handsets, IP base stations (compact and regular) and IP DECT gateways, DECT R4 resiliency can be achieved for all DECT R4 deployments as shown below.



SET-UP WITH IP DECT WITH STANDBY (TWO MIRRORS)



SET-UP WITH IP DECT AND REDUNDANT IP OFFICE

3720 AND 3740 TERMINALS

BLACK AND WHITE DISPLAY

HALF-DUPLEX SPEAKER PHONE

GRAPHICAL USER INTERFACE

4-WAY NAVIGATION KEY

2.5MM HEADSET CONNECTION

MULTIPLE LANGUAGE SUPPORT

- Talk time: 16 hours
- Standby time: 180 hours
- Charge time: Less than 4 hours

3720 DECT TERMINAL

3740 INDUSTRIAL DECT R4 TERMINAL

\+ **RUGGEDISED: SHOCKPROOF CERTIFICATION IEC60068-2-32 (PROCEDURE 1 FROM 2 METRES)**

\+ **LIQUID AND DUST PROTECTED (IP65)**

\+ **OPERATING TEMPERATURE: -10°C TO +55°C**

3725 AND 3749 TERMINALS

- FULL COLOUR DISPLAY
- HALF-DUPLEX SPEAKER PHONE
- GRAPHICAL USER INTERFACE
- 5-WAY NAVIGATION KEY
- BLUETOOTH HEADSET COMPATIBLE
- LIQUID & DUST PROTECTED
- MULTI-FUNCTION BUTTON
- TEXT MESSAGE SUPPORT (NEED AIWS SERVER)
- MULTIPLE LANGUAGE SUPPORT
- Talk time: 20 hours (13 with Bluetooth headset)
- Standby time: 120 hours

3725 DECT TERMINAL

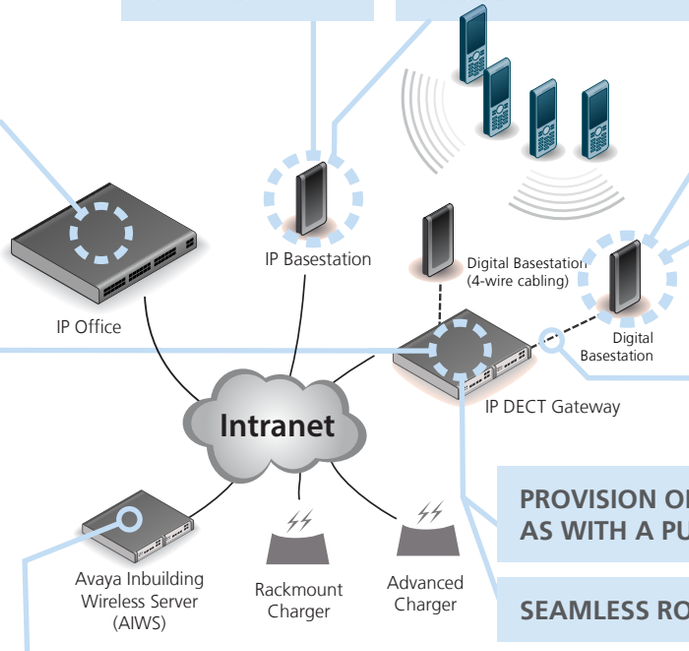
3749 DECT R4 TERMINAL

\+ **INTRINSICALLY SAFE - ATEX AND IECEX FOR:**

- Gas: II 2G Eex ib IIC T4
- Dust: II 3D Ex ibD 22

IP DECT GATEWAY

- SAME HOUSING & MOUNTING OPTIONS
- OVER-THE-AIR SYNCHRONISATION MASTER
- SUPPORTS UP TO 2 IP DECT GATEWAYS
- SUPPORTS THE SAME DECT PHONES AS THE IP DECT R4 SOLUTION
- REMOTE POWER FEEDING VIA UPN-PORTS
- CAN ACT AS ADDITIONAL RADIOS
- UP TO 16 CONNECTIONS
- PROVISION OF THE SAME AIWS FUNCTIONS AS WITH A PURE IP DECT R4 DEPLOYMENT
- SEAMLESS ROAMING AND HANDOVER



APPLICATION SERVER MODULE FOR DECT R4 SOLUTION

- Runs applications such as messaging, central phonebook, LDAP directory access, centralised device management and OAP interface provision
- Several variants available
- Fully installed and pre-loaded with licences

SPECTRALINK* - DEVCONNECT CERTIFIED WIRELESS HANDSETS

**AVAILABLE DIRECTLY FROM WESTCON*

Spectralink is a global leader in wireless telephony solutions for the workplace. Office-based employees can roam freely throughout the workplace without sacrificing voice clarity and data coverage, resulting in improved customer service.

Spectralink have completed Avaya DevConnect testing for a variety of their wireless handsets, ensuring all Spectralink solutions are Avaya-Ready. Their mobile communication solutions are targeted to a wide range of sectors – including healthcare, retail, warehousing and manufacturing.

MOBILITY

Add mobility to improve productivity, communication and satisfaction for mobile workers

CUSTOMISED

Mix industry-customised wireless handsets to meet the individual need of each employee

TESTED AND QUALIFIED

Full integration with Avaya Aura and IP Office

DIRECT INTEROPERABILITY

Eliminate need for an additional gateway that other solutions require to reduce complexity and costs

INCREASED ROI

Reduce administration costs, reduce downtime and increase productivity

STREAMLINED ADMINISTRATION

Streamline administration by enabling your IT department to centrally administer, modify and control the entire solution

Please note a 3rd party IP endpoint licence is required when connecting these devices to IP Office.

WIFI: SPECTRALINK 8000 PORTFOLIO

The enterprise-grade Voice over Wi-Fi solution (2.4 GHz or 5GHz)

SPECTRALINK 84-SERIES

- Full duplex speakerphone, wideband audio and noise-canceling mic
- 802.11a/b/g/n Wi-Fi support for any VIEW supported WLAN
- Reinforced magnesium cage design
- Color display including 4 icons and a micro web browser
- Integrated push-to-talk
- Soft keys and navigation cluster
- 1000 Names Personal Directory
- Rubberised over molding
- Bluetooth or wired headset support with integrated mute and hookswitch control
- Snap-in integrated battery pack for 24/7 usage
- Also available, on the Spectralink 8452/8453 is an integrated 1D & 2D barcode scanner for data input applications

SPECTRALINK 87-SERIES

- Patent-pending ergonomic grip
- Resistant to dust, shock and liquids
- 802.11a/b/g/n
- HD voice and integrated full duplex speakerphone
- 3.5 mm 4-conductor stereo headset connector
- 800 x 480 pixel glass touchscreen
- Micro USB interface
- Android-based
- Personal safety features, including dedicated panic button and 'man down' capability
- Up to 8 hours talk time

DECT: SPECTRALINK 7000 PORTFOLIO

Cost-effective, feature-rich DECT wireless solution (1.8 GHz or 9GHz)

SPECTRALINK BUTTERFLY SERIES

DESIGNED ESPECIALLY FOR OFFICE ENVIRONMENTS

MOST IMPORTANT FEATURES AND FUNCTIONALITIES WITHIN BASIC VOICE AND MESSAGING

BEST-IN-CLASS GRIP

SPECTRALINK 77-SERIES

RUGGEDIZED, APPLICATION-ENABLED HANDSETS FOR HEALTHCARE
Ideal for personnel within psychiatry, where personal safety might be at risk

DUST PROTECTED, RESISTANT TO SPLASHING WATER, VIBRATIONS AND SHOCKS

DISINFECTANT-RESISTANT

MEMBRANE KEYPAD FOR EASY CLEANING TO AVOID THE SPREAD OF BACTERIA

SPECTRALINK 75-SERIES

FOR MOBILE WORKERS IN ADMINISTRATIVE ENVIRONMENTS

LARGE COLOR DISPLAY

INTUITIVE MENU STRUCTURE

SPECTRALINK 74-SERIES

DESIGNED FOR HARSH ENVIRONMENTS

Healthcare, retail, gas and oil as well as potentially explosive environments (Spectralink 7480)

Analogue Terminals

Deliver a high degree of functionality as well as providie a lower cost alternative to system specific terminals.

- Particularly appropriate when using applications with Computer Telephony Integration (CTI)
- Compatible with caller display functionality
- Simple programming of IP Office can convert the numeric display into the company name associated with that number

AVAYA GEMINI BASIC

- DEDICATED IP OFFICE MESSAGE WAITING INDICATOR
- LOCKING MUTE BUTTON WITH LED INDICATOR
- LAST NUMBER REDIAL
- RECALL BUTTON
- RING VOLUME ADJUST
- RINGING INDICATOR LIGHT
- WALL MOUNTABLE
- HEARING AID COMPATIBILITY
- 6 YEAR WARRANTY

9330AV

9335AV

- \+ DISPLAY
- \+ 10 PROGRAMMABLE KEYS
- \+ HEADSET COMPATIBLE

ENTERPRISE 98390-AV

- HIGH VOLTAGE MESSAGE WAITING
- SUPPLIED WITH RJ11 LINE CORD
- LOCKING MUTE BUTTON WITH LED INDICATOR
- RINGER VOLUME ADJUST
- RINGER INDICATOR LIGHT
- DATA PORT
- WALL MOUNTABLE
- HEARING AID COMPATIBLE
- RECALL BUTTON
- LAST NUMBER REDIAL

HOTEL PHONE 9281-AV

- TRIPLE STANDARD MESSAGE WAITING (HIGH VOLTAGE, REVERSE POLARITY & VOLTAGE DROP)
- FULL LENGTH PRINTABLE INLAY CARD FOR LOGO AND MEMORY DIAL ICONS
- 10 NON-VOLATILE MEMORIES
- MODEM PORT
- MF ONLY
- ELR/TBR SWITCHABLE
- RINGER VOLUME & PITCH ADJUST
- RINGER INDICATOR LIGHT
- LOCKING MUTE BUTTON
- HEARING AID COMPATIBLE
- WALL MOUNTABLE

DOOR ENTRY SYSTEM

- PROVIDES CONNECTION VIA AN ANALOGUE EXTENSION PORT
- PC CONFIGURATION VIA USB CONNECTION* OR REMOTELY UTILISING DTMF
- SLIM DESIGN, JUST 16MM DEEP
- STRONG ALUMINIUM CASING
- 1, 2 AND 4 BUTTON MODELS
- COMBINATION LOCK CONTROL
- DAY / NIGHT MODE
- RELAY LOCK CONTROL**
- BACKLIT INLAY CARDS**
- INTERNAL HEATING SYSTEM**

*USB cable available separately
**Requires power supply

INTERQUARTZ®

Interquartz is Avaya's chosen partner to manufacture analogue telephones for use on IP Office. Other models are available - please speak to your Westcon Account Manager.

Headsets & Speakerphones

The successful deployment of headsets can have an impact on the adoption of UC within an organisation. Key to positioning the correct headset is to understand the job function and working behaviour of the individual – one device does not fit all!

Headsets are often perceived as fairly straightforward. However, they have a massive impact on the user-experience, which directly impact business performance: productivity may be compromised do to ergonomic challenges or customer service issues may arise due to poor sound quality.

Headsets are quickly becoming an integral part of a worker's communication device set. Whether in the car, working from home or roaming the office, a headset is the single most important device that facilitates efficient communications with colleagues, customers and suppliers.

OVERCOMING THE HEADSET CHALLENGE!

WHAT HEADSET? TOP QUESTIONS TO ASK:

DO YOU WORK AT A DESK?
DO YOU TAKE A HIGH VOLUME OF CALLS?
DO YOU NEED 'HANDS-FREE' ACCESS TO APPLICATIONS AND DOCUMENTS OR MAKE NOTES WHILE ON A CALL?
DO YOU USE MULTIPLE COMMUNICATION DEVICES (LAPTOP, MOBILE PHONE, TABLET)?
DO YOU SPEAK TO COLLEAGUES DURING CALLS?
DO YOU NEED TO ROAM THE OFFICE?
DO YOU WORK REMOTELY?
DO YOU WORK IN A NOISY ENVIRONMENT?
DO YOU BREAK THE LAW BY USING YOUR PHONE WHILST DRIVING?

Best audio devices

FLEXIBLE WORKER (POWER USER)

MOTION UC

Jabra YOU'RE ON

SPEAK 510

Jabra YOU'RE ON

EVOLVE 65 UC

Jabra YOU'RE ON

VOYAGER LEGEND

plantronics

CALISTO 620

plantronics

PRESENCE UC

SENNHEISER

MOBILE WORKER

EVOLVE 65 UC

Jabra YOU'RE ON

VOYAGER LEGEND

plantronics

PRESENCE UC

SENNHEISER

MOTION UC

Jabra YOU'RE ON

HOME WORKER

EVOLVE 65 UC

Jabra YOU'RE ON

VOYAGER LEGEND

plantronics

CALISTO 800

plantronics

MOTION UC

Jabra YOU'RE ON

BLACKWIRE SERIES

700 only

plantronics

SPEAK 510

Jabra YOU'RE ON

PRESENCE UC

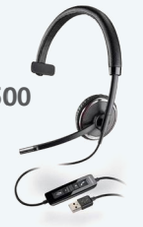
SENNHEISER

SH SERIES

SENNHEISER

DESK-BOUND OFFICE WORKERS AND CALL CENTRE AGENTS

BLACKWIRE 500



plantronics

EVOLVE SERIES

depending on variant

Jabra YOU'RE ON

ENCORE PRO

depending on variant

plantronics

BIZ 2300

depending on variant

Jabra YOU'RE ON

SH SERIES

SENNHEISER

SC 630/660 USB CTRL

SENNHEISER

OFFICE WORKER (ROAMING)

SAVI 700 SERIES

plantronics

PRO 9400 SERIES

9470 only

Jabra YOU'RE ON

SAVI 430/440

plantronics

PRO 900

depending on variant

Jabra YOU'RE ON

DW SERIES

SENNHEISER